



Serial No.: 09/203,965  
Filed: December 2, 1998  
Group Art Unit: 2642

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Date: September 27, 2005

COMMISSIONER OF PATENTS  
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is an amendment (24 pages) in the above-identified application.

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 4	- 4	=	x \$200.00 =	\$0.00
Total 20	- 20	=	x \$50.00 =	\$0.00
[ ] Multiple Dependent Claims (1st presentation)			+ \$360.00 =	\$0.00
SUBTOTAL ADDITIONAL CLAIM FEE				\$0.00
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				\$0.00

☒ No additional claim fee.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under \$1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner of Patents, Alexandria, VA, 22313-1450 on September 27, 2005.

Attorney of Record: Andrew R. Martin, Esq.  
Registration No. 45,413

SUBMIT IN TRIPLICATE



PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application : Gene W. Lee  
Serial No. : 09/203,965  
Filed : December 2, 1998  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Attorney's Docket : DAVOX-159XX  
Examiner : Lawan Fletcher  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on 9/27/05.

By

Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

**RESPONSE AND AMENDMENT**

Mail Stop Amendment  
Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Dear Sir/Madam:

This amendment is being filed in response to the final Office Action mailed July 14, 2005. In response thereto, consider the following remarks.